

**Meeting Minutes**  
**KanCare Consumer and Specialized Issues (CSI) Workgroup**  
**September 20, 2013 10:30am-12:00pm**  
**Presbyterian Manor, Salina, KS 67402**

**Those in attendance:**

Russell Nittler, Joe, Ewert, Cindy Stortz, Aldona Carney, Barb Conant, Anna Lambertson, Edward Nicholas, Traci Pohlenz from Amerigroup,

**Those attending by telephone:**

Kristi Berning, Steve Gieber, Sally Huber, Jane McIrvn, Kelly Smith for Hal Schultz, Chris Taylor from United, Ren Mullinix, Miranda Steele

**Review of Minutes from Last Meeting:**

Russell gave members time to review the minutes asking if there were any changes and updates. Minutes were approved as they stand.

**KanCare New Applications:**

*Russell Nittler, KDHE*

Russell began the discussion by indicating the reason for the new applications is because of the Affordable Health Care Act which will be taking effect soon and also in part due to the State's new computer system KEES. Russell then went through and explained what additional information they are trying to capture and why as well as the logistics of where the different applications are worked and how they end up at different agency locations.

**Q:** When will the KEES system be up and running?

**A:** It was to have been up and running October first but that has been delayed to November. An exact date has not yet been given.

**Q:** Is the online application ready to go?

**A:** Yes, it is ready to go. It will change when we begin using the KEES system. Once we turn the KEES system on that's when we will begin implementing the policy changes that have to do with the Affordable Health Care Act.

**Q:** Are the policy changes outlined in this?

**A:** No, most of the changes have to do with the Family Medical Cases. Things such as we are not going to be counting child support. Another one is the implementation of the MAGI (Modified Adjusted Gross Income) rules, which is an implementation from the Affordable Health Care Act.

**Q:** Is this the form you complete yearly or is this the form to apply for services?

**A:** This is to initially apply for services. Once the new computer system is up, that is going to change the way you do your yearly review.

Russell then explained and gave examples of the three different ways the yearly review will be done:

1. Populated form
2. Passive Review
3. Super Passive Review

He stated there will be no reviews done from October, 2013 to April, 2014 for Family Medical cases . Russell indicated the reviews will then pick up in April and they will do the reviews that were due in October, May we will do November's, so on and so forth.

Another change is that eligibility determinations will be divided between your local DCF (Elderly and Disabled) office and the KanCare Clearinghouse (Family Medical).

Because the online applications are dynamic, meaning they will not ask inappropriate questions based off answers consumers have previously provided, the State is encouraging folks to use this method of application. Any old applications should be destroyed and replaced with new ones. You may call the KanCare Clearinghouse to get new applications 800-792-4884.

**Open Enrollment:**

*Russell Nittler, KDHE*

Open enrollment parameters and time tables were then discussed. Consumers will be mailed open enrollment packets beginning in November. Consumers who are currently satisfied with the MCO they have do not need to do anything. If they decide to switch, the implementation date will be the first of the month following their choice date as long as it is within their 60 day timeline.

**Q:** If a consumer hasn't received something by December 1<sup>st</sup>, we will need to contact someone.

**A:** Yes, as long as they were covered continuously effective January 1, 2013.

**Q:** What if someone's address changed and they didn't get the information into anyone.

**A:** They will need to contact the Clearinghouse or DCF to update that address.

**Q:** Are there "best practices" out there other than sending out letters?

**A:** Ultimately it is the consumer's responsibility to keep us updated of address changes. However, we will be sharing information between the agencies once the KEES system becomes active which will help with this issue.

**Q:** I have a concern with the mailing as I know some people that should not be their own guardians. Is there some way to notify their case manager? There are those out there who are unable to read or write and I would hate to see those get lost.

**A:** If they have a responsible party listed with us, that person will get all closure letters. If they have not given us a responsible party, we will not be able to send this out to anyone other than them.

**Q:** In your experience do most people have responsible parties that need them?

**A:** Yes, most of them.

We have decided that if a nursing home client has a responsible party, that person will get the letter rather than it being delivered to the nursing home.

**Q:** Can the guardian of a DD client request a copy of the packet as well?

**A:** yes, but we can only afford to mail one copy per person, so the responsible party will need to call in and request one.

**Value Added Services:**

*Joe Ewert, KDADS*

*Russell Nittler, KDHE*

The Value Added Services handouts were then discussed.

**Q:** Are the MCOs able to delete services on their own?

**A:** No, they have to negotiate these with the state and we are not allowing things that were utilized to be dropped at this time.

**Q:** Have there been any challenges that folks have had in accessing the dental value added benefits?

**A:** Chris: Honestly it's been mostly provider network, more specifically dentists.

Traci: For Amerigroup we have had the same issues as Chris has seen with UHC in the rural areas for dental access.

**Q:** Do any of the MCOs cover a 19 year old that has to be placed under anesthetic to have any work done on his teeth?

**A:** Chris stated that would need to go through the Prior Authorization process and encouraged Aldona to ask her dental provider to begin this process.

Traci also agreed that the prior authorization process is what needs to be done and that number is on the back of their medical card for consumer convenience.

**Q:** Have the MCOs thought about putting a referral system in place for things such as dentures or partials?

**A:** Traci indicated that in certain situations it may very well be a benefit.

**Q:** Are there any plans to increase the provider network?

**A:** Yes, we have engaged in meetings with the Dental Society and continue to attempt to work with them.

**Q:** Has this been an issue in other states and if so, how have they addressed this?

**A:** That's a good question; I (Russell) will do some checking on that and let you know.

#### **Communication and Website Updates:**

*Miranda Steele, KDHE*

*Ren Mullinix, KDHE*

Miranda began by introducing Ren Mullinix as the Public Information Office for the KanCare Program. His focus is on KanCare and all the work around KanCare.

She then went on to state she, Ren, KDHE and KDADS staff will be working to update the KanCare website in an attempt to make it more user friendly. One big thing Miranda indicated was in process is putting all upcoming events/changes/trainings on the main page so the public does not need to go through the whole website looking for new issues.

One new thing we are looking at is sharing success stories we have received from folks regarding their experiences with KanCare without revealing their identity which is quite a challenge. We think it is a good thing for consumers to see how their benefits may be useful also.

Dr. Mosier is working very closely with the Ks Hospital Association and Kansas Medical Society to find a way for issues that are out there regarding provider reimbursement to be resolved more quickly. This is one example of the ways in which we try to keep the lines of communication open between the State and providers.

Ren then began by stating he has been working on preparations for state tours which will be focused on the transition of Disability services which begin in January, 2014 next week. They will be at the following locations: Monday-Hayes

Tuesday – Wichita  
Wednesday- Parsons  
Thursday- Olathe

There are also a couple of training opportunities available for providers specifically focused on the billing components. Those are scheduled for October 3<sup>rd</sup> in Topeka and October 8<sup>th</sup> in Wichita.

He went on to state for the past year the KanCare IDD Pilot Advisory Council has been meeting on a biweekly basis with stakeholders, providers, CDDO reps and others to help develop the pilot, and a system that will be implemented January, 2014. An added support group with the pilot is the Friends and Family Committee which was formed, giving another perspective. Attempts to engage with communities and as many as possible has been a goal we have tried to achieve.

Russell went on to reinforce the fact that Ren has been involved with KanCare from the very beginning and has a great deal of knowledge so he is a great resource for anyone who has questions.

**Q:** What is the timeline for the updating of the website, and if we have comments or suggestions who do we send those to?

**A:** Ren indicated you may direct the suggestions/ideas to him: [rmullinix@kdheks.gov](mailto:rmullinix@kdheks.gov)  
Regarding the timeline, since he will be out of the office next week it may be sometime in mid October.

**Q:** Ren, what are some of the accessibility issues that you are trying to address in regards to the website and how are you going about determining if there are accessibility problems and what the best solution is?

**A:** Miranda stated that the KanCare website is under the requirements at the state level to be in full compliance with accessibility.

**Q:** Do you have a sense of who accesses the website?

**A:** We get emails to the KanCare inbox from both consumers and providers so I would say it's across the board.

**Q:** Will the archived information still be available on the KanCare website?

**A:** There are no plans to delete any of this information. We are trying to make it more interactive, but all the content will still be on there, just prioritized.

**Q:** What type of alert system if any do you have set up when something is posted like the quarterly report? It may be nice to have so when I visit the website say once a week I can see this easily without having to run through the entire website.

**A:** Ren indicated that was the direction they wanted to head.

**Q:** One of the critiques we have of the tours that were held previously is that there was a lot of people being talked to rather than having an interaction between audience members and speakers. Are you going to reformat those tours?

**A:** Ren indicated they have received similar feedback from several regarding this same topic. The direction we are heading with this tour is the same as with the pilot tour in that we will be trying to keep it interactive. We would like for booths to be set up for more of a Q&A so attendees may actually meet their provider rep. in that region, meet the consumer rep in that region. He stated he agreed completely with the comments that have been made.

**Q:** I have heard there will be a "write your question on a recipe card" structure.

**A:** Ren indicated they have done that at almost every meeting in a way to help them get a gauge on the questions that are out there. Of course, it is very dependent upon the size of the group how the Q & A can be held.

**Q:** I think that is a good idea but perhaps allowing for some follow up would be a good thing in the event the person who wrote the question was not real clear about what they were wanting to know or if the answer doesn't answer the question clearly.

There was a discussion regarding different ideas how the meetings could be more interactive with Ren being very appreciative of the input.

#### **Communications Diagram:**

Russell stated that the suggestions from this workgroup are taken to the KanCare Steering Committee by Joe and himself. From the Steering Committee, Kari Bruffett then takes the information to the Sub-Cabinet.

**Q:** So the concerns brought here and the KanCare Advisory Council both end up at the Steering Committee?

**A:** Russell indicated he was unclear as to where the KanCare Advisory Council concerns end up. After a brief discussion, Miranda indicated she felt this group was an extension of the KanCare Advisory Council in that this group gets into more of the details than does the Advisory Committee.

**Q:** When will the new members of the KanCare Advisory Council be announced?

**A:** Ren indicated that this is a Governor's Advisory Council and members are appointed by the Governor. Recommendations are received with application forms being sent out to nominees and the Governor's office is waiting to receive those back. The next meeting is October 3<sup>rd</sup>, so the goal is to have all the members finalized by then. The KanCare Subcabinet is made up of Secretary Moser, Secretary Sullivan, Secretary Gilmore and the Lieutenant Governor so this is basically the Cabinet Secretaries reporting directly to the Governor on KanCare.

**Q:** Is there a parent/guardian seated on the Advisory Council?

**A:** Ren indicated by statute there has to be a consumer seated, but he would check on the parent/guardian and get back in touch with us.

Ren pointed out there is also the KanCare Oversight Committee that was formed at the last Legislative session whose first meeting is October 7<sup>th</sup>. This is a joint Committee between the House and Senate. This offers the opportunity to hear back reports from the state, reports from various other committees on how KanCare is going. If you would like to testify Senator Mary Pilcher-Cook is the Chairwoman and that is who you will need to speak with.

A discussion followed regarding how the Oversight Committee and Advisory Committee are good things to highlight on the website and how important it is for consumers to be made aware of these in the event they have something they would like to convey regarding their experiences with KanCare. Ren indicated he would make a note of that.

#### **CMO Communications Plan:**

This will be put onto the top of the list for the next meeting. Russell and Joe indicated the next meeting will be sometime around the first part of December and we will try to hold it in Kansas City with Wichita being next on the list.

The meeting was adjourned at 12:50pm.

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